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Rhode Island Library Association Bulletin

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July/August 1992

The Annual Conference: A Report

The Rhode Island Library Association held its Annual Conference on June 4-5 at Salve Regina College in Newport. Following are reports of Conference activities provided by RILA members.

It's Not What You're Selling, It's What They're Buying:

Marketing Basics to Promote and Fundraise With Your Legislators

Libraries are important, so people should support them. Simone P. Joyaux challenged her audience to rethink this naive assumption in an informative program.

Joyaux began her discussion by asserting what may appear obvious: that public support is a precious commodity for which there are many competitors. It is, however, a lesson not fully appreciated by many in the library community. She reminded us that libraries are just one among the many worthy institutions seeking to increase their level of funding and political influence. She enjoined librarians to use the time-proven techniques of marketing to become more competitive in the scramble for resources and public support.

Few people in Rhode Island know the competitive nature of that particular marketplace better than Joyaux. She has had extensive experience in both fundraising and public relations. She currently heads a successful consulting firm which specializes in not-for-profit management. She also serves on the Board of Directors of COLA.

The essence of the marketing approach presented by Joyaux requires a conceptual reorientation. As the title of her presentation states, the worthiness or usefulness of the product is not sufficient in itself. A product becomes valuable only when the consumer perceives it as fulfilling an important personal need.

Most of Joyaux's discussion was devoted to how to identify those needs and how to present your product as satisfying them.

Joyaux shared with the audience an eight-step strategic program which she had developed. She maintained that this model can be employed successfully for a variety of purposes, including fundraising, lobbying, and board development.

Joyaux's polished presentation reflected her years of training and consulting work. The audience of roughly thirty librarians and trustees greatly appreciated her practical, "how-to" approach to the subject. Joyaux provided several useful handouts. The audience also had the opportunity to participate in a group exercise which allowed them to apply some of the marketing principles discussed.

Ms. Joyaux is to be thanked for reminding us that the survival of our libraries will depend on our ability to compete successfully in the marketplace of public support.

Reported by Peter Fuller, Lincoln Public Library

Family Literacy: Reading with Children

Providence Public Library coordinates a successful, growing literacy program for children and adults in conjunction with community agencies. This is a first step toward literacy for the limited or nonreading and ESL population. It started with 25 adults and 26 children and now has over 200 adults and 90 children. Small group tutoring sessions introduce adults to library resources and promote family reading. Children are prepared for preschool through a variety of reading readiness activities which also expose

them to English. The program acts as a model for community cooperation and serves as a referral service to guide people to other appropriate programs. Rosanne Trissler, Literacy Coordinator, and Debby Venator, Family Literacy Program Leader, welcome inquiries and offer assistance to librarians interested in starting a family literacy program.

Janice Mann of Chad-Ad-Sun explained that recruitment for the family literacy program requires a lot of footwork. Multi-language radio announcements are aired, and flyers and posters are distributed at stores, playgrounds, and community centers. Mann also travels door-to-door with a Spanish-language interpreter to make contact with community residents. She approaches people directly in playgrounds, community centers, stores, and in the neighborhoods. The program participants include diverse cultures and encompass a wide age span (from 20 to 80), since caregivers can be grandparents and other relatives. Activities for preschoolers at the family literacy program focus on developmental skills such as cutting, gluing, puzzle making, matching, and sorting. Activities are completed with an ongoing language exchange. Parents or caregivers work directly with tutors while the children are involved in their own program. A successful component of the program is the completion of a family activity book which the children and caregivers can bring home with them. The program culminates in a Family Literacy Day celebration where participants in 14 adult basic literacy programs gather to enjoy storytellers, drama, puppet shows, and speeches by participants.

In contrast to the Providence Public Library program, Literacy Volunteers of America's (LVA) family literacy program, Reading with Children, currently focuses on parents who are already readers but who need more motivation to read to their children regularly. LVA ties into established community programs (such as Headstart) and presents the program at the site. There are 7 programs statewide. Volunteer tutors demonstrate activities to extend reading into the home environment. During the 5-week program children sign up for library cards, and parents or caregivers agree to read to the children for 15 minutes, 5 days a week (minimum) for 4 weeks. Reading with Children extends the reading experience through puppet making, storytelling, writing, rhyming, and poetry. To recruit participants, LVA presents an overview of the Reading with Children program to caregivers at the site. LVA makes paperback picture books available to be read to the children and suggests activities to complete in conjunction with the books. Reading with Children is not a staff-intensive program. Volunteer tutor training takes approximately 3 hours, using a handbook which gives the content and format of the sessions.

LVA-RI has affiliates throughout the state. Librarians wishing to receive information can call 861-0815.

Reported by Pam Stoddard, University of Rhode Island

The Right to Know: Access to Government Information

Four panelists presented information on the impact of technology and new formats on the public's access to government information. Jon Tryon of URI GSLIS served as moderator, and the speakers were Jim Walsh, Head of Government Documents and Microforms at Boston University; Chuck Ellis of America.dbf; Larry Manire of Databasics, Inc.; and Rachel Carpenter, Reference Librarian at Rhode Island College.

Walsh expressed concern about not only physical access (i.e. the thing itself), but also intellectual access (the free flow of information to the public without impediment). The physical can impact on the intellectual; for instance, federal depository libraries receive CD-ROM disks from GPO but must provide hardware themselves and acquire software compatible to run the disks from commercial vendors, at added costs. The need for expertise in using software may mean the difference between basic, intermediate, or full service to patrons. The ideal would be self-service, by which a patron could achieve full access without librarians intervening.

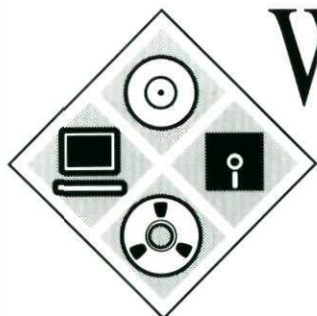
Mr. Walsh also brought up the issue of the trend towards privatization and mentioned two bills now being considered in Congress which attempt to address these concerns. H-3459, the Improvement in Information Act, would seek to improve public access to online data by requiring the government to supply user-friendly software and adequate documentation. H-2722, the WINDO bill, proposes that GPO establish a single point of access for online government information databases.

America.dbf has been involved with producing software for government data such as the TIGER files, which can produce boundary maps and census data. While government data has always been available for remarketing by private industry, Ellis voiced the opinion that no one has been well served by some GPO contracts to private companies. His good news, however, was that certain products are coming down in price very soon, and the products will make the overwhelming amount of data available on CD-ROM accessible.

Manire's company has targeted the less financially well-endowed nonprofit agencies in need of government data that is accessible and affordable. He has produced several inexpensive print products, such as *RI Maps*, which contains maps produced from the TIGER files.

Finally, Carpenter addressed the philosophical principles behind the "right to know," reminding

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participants that the phrase is Patricia Schuman's theme for 1992 as ALA president. Carpenter emphasized that information paid for by the public should be used by the public. She reiterated the problems of less dissemination, more privatization, and rising costs. She cited several examples that give impressive evidence of the impact of GPO policies on the public's right to know and also mentioned the IIA and WINDO bills. She pleaded that librarians take up their role as guardians of public access and urged us not to let technology become an obstacle.

Reported by Pat LaRose, Newport Public Library

Grass Roots Media Training

This session focused on the effective use of media to communicate important library issues to nonlibrary audiences. Nann Blaine Hilyard, Director of the Auburn (Maine) Public Library, identified strategies for obtaining opportunities to speak, including: identify an audience for your message; foster partnerships with organizations that might be able to assist in solving the problem; write a letter to the president or other officer of the group to indicate your willingness to speak and the benefit the group would derive from your speaking; and follow up with a phone call. Then be a great speaker!

Carolyn Noah, consultant with the Central Massachusetts Regional System, provided tips for successful media presentations. She emphasized the importance of thorough preparation and of getting a feel for the audience. The most successful presentations result when the message is personalized with anecdotes of interest to the audience and when the presenter observes the audience and modifies the presentation according to the mood of the audience.

Donna Dufault, Director of the North Kingstown Public Library, stressed that librarians must take the initiative in using media to the profession's advantage. She recommended that librarians be prepared, accessible, and credible when dealing with the media. She provided three techniques for dealing with interviews by reporters, radio, or television. Bridging: Answer the interviewer's question, then state and answer a question of your own. For example: The interviewer asks if book donations help libraries by reducing the amount that is spent on purchases. The librarian responds, "Gifts are okay, but do you know what the library really needs? We need the support of the community in passing our proposed bond issue...." Flagging: Tell the interviewer what the important issues are. This technique is used most often with inexperienced interviewers. Hooking: Trap the interviewer into hearing what you want to say. For example: The interviewer asks why the library needs additional funding for the automation project. The librarian responds, "I have three answers to that question First..., Second..." By the

time the second answer is complete the interviewer should ask, "And the third?" This technique ensures that the librarian will make all of the desired points without being sidetracked by the interviewer.

Reported by Janice Schuster, Providence College

Access vs. Acquisitions: Serials Today and Tomorrow

A panel discussion on the issue of access vs. acquisition, moderated by Howard Boksenbaum of DSLS, featured Deborah Jensen from Faxon, Anita Wagner from OCLC, and Anne Schaffner of Brandeis University. While the panelists agreed that the issue of owning vs. providing access to needed material ("just-in-case" vs. "just-in-time") is never really an either-or proposition, they all felt that budgetary pressures, particularly inflation in periodical prices, will force most libraries to explore innovative ways to provide rapid access to materials they cannot afford to acquire themselves.

Jensen, stressing that Faxon is interested in ensuring maximum use of the periodicals they vend, described Faxon Finder, an index of 12,400 titles built from the tables of contents, and Faxon Express, a document delivery service designed to furnish copies of indexed articles much more quickly than traditional interlibrary loan. Wagner described how OCLC is developing an end-user system which allows patrons using FirstSearch to order articles directly from document suppliers, including Faxon Express. Ultimately, it will also be possible for patrons to initiate interlibrary loan requests without a librarian intermediary. Finally, Schaffner presented the perspective of a practicing librarian whose institution is experimenting with using document vendors to provide, at no cost to the user, copies of articles from periodicals which the library has had to cancel.

Reported by Edgar Bailey, Providence College

WELCOME NEW MEMBERS!

SARAH M. MORENON URI/GSLIS Student

BARBARA MACCARONE URI/GSLIS Student

PATIENCE BLISS

URI/GSLIS Student and Library Technician
at Coventry Public Library

RICHARD PETERS

Trustee, Barrington Public Library

ELLEN KUSTER

Trustee, Barrington Public Library

MAY GRANT

ILL/Reference, Roger Williams College Library

KACQUELYN LAMOUREUX

Library Media Specialist, West Warwick School System

Research Libraries in National Parks

In a breathtaking slide presentation, Frank Notarianni treated conference attendees to a trip west to the four national parks (Yosemite, CA; Zion, UT; Grand Canyon, AZ; and Bryce, UT) where he conducted research into the kinds of library facilities available in national parks during a 1991 sabbatical from his position as Government Publications Librarian at Rhode Island College.

Using a combination of humor, insightful observation and a narrated slide presentation, Notarianni discussed the physical and operational characteristics of each library and their individual clientele, staff, services, and funding structures. The element that sets these libraries apart from every other small and special library was expressed by Frank in three words: "location, location, location." In spite of modest budgets, limited training opportunities for staff, physical limitations and the absence of any networking, these libraries provide essential support to park rangers in their ongoing efforts to develop timely educational and public awareness programs.

Campfire talks, nature lessons, and first-rate storytelling are but a few examples of the innovative methods used by rangers to impart a respect for the environment and an understanding of the role that mankind plays in sharing the earth with other creatures.

The presentation approached the topic of libraries in national parks on many levels - aural, visual, personal, and professional - and our final impression was, therefore, multifaceted. There was a great deal of information provided that spoke directly to the library profession, yet the manner of presentation spoke to us as individuals. It was both an enjoyable and informative "trip."

Reported by Patience Bliss, URI GSLIS

In Your Own Back Yard:

How to Retrieve Information on Toxic Chemicals in RI and the USA

Dr. Dwight Peavy from the Boston office of the Environmental Protection Agency described and demonstrated the Toxic Release Inventory (TRI). TRI is the cumulation of data from annual reports of estimated releases of toxic chemicals into the environment. These reports are filed with the EPA by manufacturing facilities, and the filing is required under the Emergency Planning and Community Right-to-Know Act of 1986.

The good news about the TRI is that it is publicly accessible. GPO and NTIS supply the data on CD-ROM, disk, COMfiche, and magnetic tape. TRI is available online as part of the National Library of Medicine's TOXNET. There is also a telephone assistance program, for quick access to the data or for user support.

The better news about TRI is that the data is used widely. It is used to track company performance, to rate stocks and bonds, and to effect legislation. It provides public and corporate awareness of the amount and kind of toxic chemicals released into the environment. The best news about the TRI is that it seems to be helping industry clean up manufacturing processes. Each year that the TRI has been available has seen a decline in the amount of toxic chemicals released.

It was heartening to hear about government information that is widely and easily accessible. Furthermore, it was exciting to hear about the dissemination of information as a successful agent of positive change.

Reported by Wendy Knickerbocker, Rhode Island College

STRETCH Your Education Dollar



Seven NELA Conference Scholarships are awarded annually to first-time attendees who are NELA members. For information, contact Pamela Stoddard, Educational Assistance Chairperson, at University Library, Government Publications, University of Rhode Island, Kingston, RI 02881, 401-792-2606, FAX 401-792-4608.

NELA can help you pay for graduate school, continuing education courses, and NELA conferences.

Two scholarships are awarded each year to qualified students pursuing Master's Degrees in Library and Information Science.

Continuing Education Grants subsidize up to 50 percent of educational opportunities *not leading to a degree*. The grants are open to NELA personal members working in or involved with a New England library or library association (including trustees, volunteers, and Friends).

The Americans With Disabilities Act and Libraries

Richard Welch and Donald Rothschild from the law firm of Tillinghast Collins & Graham did a great job of presenting an overview of this complex issue. Accessibility is important to 43 million people in the U.S., and the ADA is making it happen. The architecture and access issues are similar to what was required by the Rehabilitation Act of 1973, but this new act has teeth in it, and libraries are not immune to lawsuits. The law contains the following titles: Title I, Facilities Access; Title II, Public Entities; Title III, Public Accommodations; Title IV, Access to Communication; and Title V, Miscellaneous.

To start to be in compliance, libraries need to develop a transition plan that includes a person who receives complaints and a system to resolve those complaints. Libraries also need to do a self-evaluation of facilities and programs, bring in outside experts to consult if needed, and keep detailed records of everything. Be proactive and develop a plan for the next three years. To make programs accessible, you may have to remove architectural and communication barriers. If changes that may be necessary are too expensive, then facts and figures to prove the expense must be available. Actions done in good faith are legally defensible.

Employers cannot discriminate against an individual who has a physical or mental impairment that substantially limits his or her major life activities or ability to work. It is also a violation to discriminate against someone who has a past history of problems. Make sure that your job descriptions and advertisements describe the work that needs to be performed and the major duties and functions that are essential to the job. In interviews, ask applicants if they can perform functions conditionally with reasonable accommodations. Select employees by their qualifications without regard to their limitations. If the best candidate has a disability, ask for a demonstration that he or she can do the job with special accommodations that are within your financial limitations.

If a complaint is made against your library, make sure you have a procedure already in place and don't forget your affirmative action officer. Welch and Rothschild see many of these problems being resolved with an alternative dispute resolution mediator specialist who will be given the authority to resolve any cases that are brought about by the ADA.

Mr. Welch and Mr. Rothschild offered to answer questions over the telephone (456-1210). Two publications they recommended are *How to Comply With the ADA*, a Chamber of Commerce handout, and *Americans With Disabilities Act*, published by the Equal Employment Opportunity Commission and the Dept. of Justice (EEOC-BK-19). Three people who

are good resources are Bob Cooper of the Governor's Commission on the Handicapped, Kathleen Leonard, RILA member and school librarian (434-4747), and Donald Deigan of the Dept. of the Attorney General.

Reported by Donna Dufault, North Kingstown Free Library

DSLS Update

Barbara Weaver, Director of DSLS, and her staff celebrated the great things happening in the library community. Governor Sundlun has shown support for libraries by asking DSLS to cut their budget by 7 percent instead of the 15 percent requested of many state departments. He has also accepted Weaver's plan for a "virtual library." (See *DSLS Newsletter* March/April 1992.) This was essentially the report that Weaver gave the governor in January.

The DSLS budget will probably be the same as presented by Gov. Sundlun. DSLS will be looking at its priorities in the coming year, changing some areas to reflect the need for support with trustee issues, the Americans with Disabilities Act, and bringing school libraries into the library network.

The second edition of QUAHOG is coming out in early 1993, with more schools added to the database. DSLS will have grant money available for 20 libraries to view the holdings of New England libraries on OCLC for ILL purposes, using the SHAREPAC software. There will also be data conversion grants available to any library in the network. DSLS will have several dial-in ports to the CLAN online system available to any library with a computer and a modem.

The delivery system will continue, with more high school stops. DSLS will start preparing a new contract to go out to bid, as the current one with Expressman Courier Service expires in February.

The Library Board of Rhode Island has met several times. Board members were to be sworn in on June 15th. The chairperson is Victoria Lederberg. The Board is in the process of setting up its organizational structure and establishing several committees to help with the work.

Reported by Sonita K. Cummings, Warwick Public Library

Young Adult Service on a Shoestring

"The books have the power; it's not you but the books which will grab the interest of a young adult," said Donna Jones. She went on convincingly to "book-talk" such powerful books as *Ace Hits the Big Time*, *Secrets of the Shopping Mall* and *Nothing But the Truth*. She had even memorized the gripping opening of Cormier's newest *We All Fall Down* and even taught us fortunetelling by reading our palm lines, all to demonstrate the pleasure value and "hook" of booktalking, the cornerstone of her low-cost YA programming.

Then she transformed bland tabletops to "attention grabbing" displays for mysteries (daggers, black cloths, candlesticks and the like) and beach books (sand, umbrellas, awning print cloth, sunglasses, picnic baskets, etc.).

Other low-cost promotional ideas suggested were: buy only paperbacks (hardbounds don't move), use pyramids of contact-paper-covered boxes (to look like wood) on tables, and add choice yard sale items for interest. Move displays quickly and don't clutter. Free yourself from sign-making drudgery! Create a "hot picks" vertical file (30 or so immediately important topics in bright milk-carton files) on a tabletop with all information. Include everything from pathfinders to self-help telephone numbers to contemporary articles Xeroxed for the "last minute" student.

Nearly 35 people heard this practical and lively talk and left with useful handouts. Now those pre-adolescents to 18-year-olds will flock to the friendly, informative and attractive areas for young adults, thanks to Ms. Jones.

Reported by Roberta Stevens, Portsmouth Free Library

Welcome Aboard:

A Problem Solving Workshop in Trustee Education

About 25 persons attended the program presented by Anne Parent, Central Massachusetts Regional Library Administrator. After prefatory remarks on the necessity of informed and continuously educated library boards and the vital role they have to play in making the library a dynamic community asset, the videotape WELCOME ABOARD was introduced. The video was produced by the Massachusetts Library Trustee Association (MLTA) and is meant to be used as the focal point for a two-hour group discussion workshop on problem solving and reaching consensus. Four typical situations are dramatized in the video and after each scenario participants in four groups discussed the problems and issues portrayed and attempted to reach consensus as a group.

Participants at the RILA workshop (both librarians and trustees) found the video to be genuinely thought-provoking (the acting notwithstanding) and discussion was indeed lively. The overall consensus appeared to be that this workshop would be very useful to both new and experienced trustees and should be done throughout Rhode Island. Anne Parent pointed out, however, that the ideal audience for this workshop should be a combination of more than one library board. This avoids reinforcing the existing group dynamic that a given library board brings to the table. Lastly it was noted that WELCOME ABOARD is available for loan from the Department of State Library Services.

Reported by Frank Iacono, State Library Services

Jordan Miller Storytelling Workshop

Peninnah Schram informed and entertained librarians as she used story to teach the way to tell stories. Stories are the way everyone communicates. They tell the thinking and beliefs of our hearts. To understand people, we must understand their stories. She encouraged us to look back into our childhood and think about the first stories we remember hearing to help us learn who we are.

When learning a story she recommends remembering the following points. A story has four parts: plot, moral, interpretation, and secret. But, remember that most stories have more than one moral, interpretation, and secret and the listener is free to take from each story what she or he needs. To tell the story you have three important tools: voice, body gestures and imagination.

And what are her two secrets for storytelling? One, you must be a juggler, and integrate distractions and noises into the story. Two, always be in the moment. You must be present at every story you tell. We are all storytellers, for stories are what give meaning to our lives.

Reported by Susan Lepore, Warwick Public Library

Local Area Networks (LANs) For CD-ROM and Beyond

Mary McKenna and Carol House of NELINET capped off the last afternoon of the conference with a very technical program called "Local Area Networks (LANs) for CD-ROM and Beyond." This program focused on the planning, design, implementation, operations and maintenance issues that need to be addressed by a library that plans to install a CD-ROM LAN in-house.

Mary McKenna defined a Local Area Network (LAN) as a high-speed data communications network that allows users to share software, data files and hardware devices within a limited geographical area. A node is an available slot in the network in which a workstation may be connected. Personal computers, Macintoshes or a combination of both may be used as workstations.

One of the first considerations in the planning process is the size of the LAN. A small LAN usually has up to 7 workstations. A medium has from 8 to 25 and a large has over 25. The size and the location of the nodes influence the LAN's topology. The three most common topologies include the Bus, Star and Ring. Other considerations include the selection of the cable, the access method or the manner in which data

is received in the LAN, network interface cards (NIC), and very importantly, the network operating system.

Carol House focused more specifically on the issues involved in adding CD-ROM drives to a LAN. She installed a four workstation LAN at NELINET that could access three double CD-ROM drives. The Lantastic network operating system, Ethernet 16-bit network interface cards, coaxial cable with terminators and Quarterdeck's QEMM-386 memory manager software were included. The total cost of this LAN, excluding the computers, CD-ROM drives and database subscriptions, was \$1380.00. Carol noted that the price is now less.

CD-ROM subscriptions that were successfully tested on this network include Magazine Articles Summary from EBSCO, all Dialog OnDisc databases (except NTIS), the OCLC Search CD450, Silver-Platter and WilsonDisc databases. Bowker databases and PAIS did not work.

If anyone is interested in obtaining more detailed information about or a demonstration of this CD-ROM LAN, you may contact Carolyn House or Mary McKenna at 1-800-NELINET.

Reported by Sharon Fredette, Warwick Public Library

C A L E N D A R

SEPTEMBER 13-16: Library and Information Technology Association (LITA) Third National Conference, Denver, CO.

SEPTEMBER 18-20: 4th Annual Jonnycake Storytelling Festival, Peace Dale, Rhode Island.

OCTOBER 3: Walk for Literacy

OCTOBER 6-10: "Quality Services: Applying Business Practices to Nonprofit Service Delivery: a Conference on Library Fee-Based Services," Association of Research Libraries (ARL), Tempe, AZ.

OCTOBER 21-25: American Association of School Librarians (AASL) Sixth National Conference, Baltimore, MD.

C O R R E C T I O N

The Executive Board apologizes to Joan Prescott for an error in reporting its meeting of May 5. Joan will not be assuming the Chair of the Government Relations Committee. As one of RILA's busiest members, Joan is a Member-at-Large for the membership and also represents smaller libraries on the state's Library Board. She is also a member of the Intellectual Freedom Committee.

P E O P L E

JOANNA BURKHARDT has been appointed Head of the Library at URI's College of Continuing Education. She previously was Director of Litchfield County Center, University of Connecticut in Torrington.

HOWARD BOKSENBAUM, Chief of Planning & Development at DSLS, has not left for a similar position at the New Jersey State Library as previously reported. A severe budget crunch in New Jersey has eliminated funding for new positions and resulted in numerous layoffs thus negating his proposed move.

BECKY BORAGINE has been appointed Children's Librarian at the Lincoln Public Library.

NORMAN DESMARAIs, Acquisitions Librarian at Providence College and feature editor of the *Bulletin* wrote "Library Use of CD-ROM" in the *Encyclopedia of Microcomputers* vol. 10. pp. 139-184 — New York, Basel, Hong Kong: Marcel Dekker, Inc., 1992. He also wrote "CD-ROM Growth Continues to Double" in the *CD-ROM Handbook*. —Edition VII. — Summer, 1992, pp. 9-10; "Street Atlas USA" in *CD-ROM Librarian* 7:6 (June, 1992) pp. 67-70; and "Pixel Garden" in *CD-ROM Librarian* 7:5 (May, 1992) pp. 60-61. He also attended the Annual Meeting of the American Library Association in San Francisco, CA, where he presented a paper on "Networking Pricing Structures" on June 28, 1992.

ELIZABETH FUTAS, Dean of the URI Graduate School of Library & Information Services is on a one-year sabbatical and **JON TRYON** has been named Acting Dean.

JAMES NOEL has been appointed Research Associate III at the URI Library. He will be providing user support cataloging, acquisitions, circulation, and reference and assist in systems management and computerized library applications.

B U L L E T I N B O A R D

Thanks to the generosity of the Champlin Foundations, Mr. Donald I. Perry and the Providence Public Library staff, library users can now enjoy their favorite music from the new listening stations recently installed at the Central Library. Four stations with headsets are located in the main reference area just outside of the West Reading Room. Each station is equipped with a CD player and a turntable for long-playing records. Two of the four stations also have cassette decks for listening to the Library's newly established collection of language tapes. A separate listening room is available for those who prefer to listen to music "out-loud." One or two patrons can listen to

a sampling from our collection, without headphones, in a private listening room. This room has a CD player, a cassette player and turntables for long-playing and 78 rpm records.



Nationally renowned storyteller, songwriter and performer Bill Harley will appear in a one-man show for an adult audience on August 20, 1992 at South Kingstown High School Auditorium. The performance, entitled *Growing Up is a Full-Time Job*, is Mr. Harley's first full-length theater piece and was developed at the Sundance Institute's Playwright's Laboratory. In his performance Harley takes a journey through childhood experiences, wrestles with "the adult world" and defines his own path to adulthood. Harley has received national acclaim as a storyteller and songwriter. He has been a featured teller at the National Storytelling Festival, and has been a guest commentator on National Public Radio. He has released seven recordings of family music and stories, three of which have received the Parent Choice Gold Award. Harley is a founding

member of The Spellbinders, a talented Rhode Island storytelling collective. He was also a founder of the Jonnycake Storytelling Festival.

Harley's performance will be held at 8 pm, August 20 at South Kingstown High School Auditorium, 215 Columbia Street, Wakefield, Rhode Island. Tickets are \$5.00.

Growing Up is a Full-Time job is a benefit performance for the 4th Annual Jonnycake Storytelling Festival which will be held on the Village Green in Peace Dale, Rhode Island, September 18, 19, and 20.

For information contact the Neighborhood Guild, 325 Columbia Street, Peace Dale, Rhode Island 789-9301.



Sandra Dupree, Head of Reference at Coventry Public Library, has completed a six-page annotated bibliography on "TV and Teenagers." Those interested in receiving a copy should contact Sandy at 822-9100 or fax 822-9133. It should be noted that Coventry Library has copies of many of the articles mentioned in the bibliography.

Award Winners at Annual Conference



Above: Trustee of the Year – **RICHARD J. BERRY** of the Jamestown Philomenian Library.

Top Right: Baker and Taylor/ALA New Members Round Table Grass Roots Award: **MICHAEL V. SILVIA** (presented by **STUART SCHNEIDER**).

Right: Librarian of the Year – **JACQUELINE COOPER** of the Rochambeau Branch of the Providence Public Library.



Candidates for Vice-President/President-Elect



EDGAR C. BAILEY, JR.

Position:

Director, Phillips Memorial Library, Providence College

Education:

Bowdoin College, B.A.
University of Chicago, M.A.
Rutgers University, M.L.S.

Experience:

Reference Librarian, Eastern Connecticut State College, 1975-1980
Assistant Director, Phillips Memorial Library, 1980-1990
Director, Phillips Memorial Library, 1990-

Professional Activities and Organizations:

CRIARL: Chair, Government Documents Committee, 1983-1985 and 1989-1991
RILA; ALA; ACRL

Importance of Office:

The president of any organization must be expected to set the agenda for the organization during his or her term of office and work diligently to ensure that major goals are accomplished. As one who lacks firsthand experience with the operations of the Executive Board, I would expect that serving a preliminary year as President-Elect would provide me with the necessary background while also offering an opportunity to use my experience and perspective to make an immediate contribution.

How can RILA be an effective advocate:

I believe RILA has generally been an effective advocate for library service in the past. However, as the only statewide organization ostensibly representing all types of libraries, RILA should, I believe, place greater emphasis on increasing state support for genuine, cost-effective interlibrary cooperation. A blueprint has recently been proposed by DSLIS; and, while not all libraries may agree with every detail of the plan, I feel RILA should strongly endorse the concept and work towards its implementation.



FLORENCE KELL DOKSANSKY

Position:

Associate University Librarian for Public Service and Collection Development, Brown University

Education:

M.L.S. Simmons College; B.A. Wilson College

Experience: A research library administrator for the past ten years, I have also worked as a temporary reference librarian at the PPL in 1980. Academic positions include: AUL at Brown from 1982 to present; also at Brown: Head of Reference, 1981, Reference Services Coordinator, 1980; MIT, Rotch Library

of Architecture and Urban Studies, 1968-1979.

Professional Activities: RILA, ALA, ACRL, ACRL/NE, ALCTS, RASD, SSP. Active in issues relating to personnel, training, collection development and services including: RILA Personnel Committee chair in mid-80's, established Salary Resolution; RILA Nominating Committee, member 1989; ACRL Task Force on Faculty Advisory Committee Orientation, chair 1989-91; ACRL Heads of Reference and Public Service, recorder 1992, chair elect.

Importance of Office: The position of RILA Vice-President, President Elect has the ability to mold the work of the Executive Board, and the RILA membership. There are many issues each of which could receive RILA's full attention: funding, standards, staff development, services, shared resources, etc. While I would not ignore the fact that RILA has important roles in most of these arenas, I would like to emphasize those areas relating to personnel. In these times of severe budget cuts and immense changes in our library operations, library staff need to feel that they are equipped to handle the transition to and the choices of a more electronic environment. I would revitalize the role that RILA can take in this effort and hopefully work with other educational resources in the State. I also feel that RILA is in many ways a unique organization because it is so inclusive in its membership; since Rhode Island is such a small state, many different types of librarians are a part of this organization. In recent years, there seems to have been less of a unified program offered, possibly because of the dire financial situation in the State. I feel that the personnel, training, and staff development area is one issue that will bring us together and benefit the entire membership.

How can RILA be an effective advocate: Hopefully, there will also be many new legislators come November whom RILA will have the opportunity to educate and work with to get their support for libraries. RILA can be an effective advocate for library services at the State level by organizing its membership to take an active part in letter writing and phone call campaigns in support of issues. This type of personal communication often produces responses from legislators.

Candidates for Secretary



DEBORAH MONGEAU

Position:

Government Publications Librarian, University of Rhode Island

Education:

M.L.S., Rutgers University

B.A., University of Rhode Island

Experience:

1987-, Government Publications Librarian, University of Rhode Island

1980-87, Reference/Government Documents Librarian, Warwick Public Library

Professional Activities:

RILA Membership Chair, 1989-90; Secretary, 1991-1992;

CRIARL Government Documents Committee; Government Publications Librarians of New England; State Publications Clearinghouse Advisory Committee, ALA.

Importance of Office:

Fast and timely communication is essential for any organization. As Secretary, I will continue to ensure that accurate records are made available as quickly as possible so that our Association can act more effectively in the year ahead.

How can RILA be an effective advocate:

RILA is the only statewide organization that represents all libraries and those who support libraries. As such it is crucial that RILA be a strong advocate for library issues in the tumultuous years ahead. Only by presenting our concerns in a clear and vigorous manner will Rhode Island libraries be able to emerge strong and well positioned to tackle the challenges of the 21st century.



KAREN A. TAYLOR

Position:

Director, East Greenwich Free Library

Education:

M.L.S., University of Rhode Island

B.A., S.U.N.Y. Oswego/S.U.N.Y. Albany

Experience:

Director, East Greenwich Free Library 1982 to Present; Assistant Director, East Greenwich Free Library

1980-1982; Assistant Regional Coordinator, Southern Rhode Island Interrelated Library System 1978-1980; Reference Librarian/Part-time, Westerly Public and North Kingstown Free 1977-78.

Professional Activities:

RILA, SACOL, ALA, NELA

Importance of Office:

Accurate minutes and timely correspondence are necessary for any organization to function effectively. The secretary is responsible for recording the business transacted during meetings. Decisions should be presented in a clear and concise manner so that the proper action can follow. As custodian of the Association's records, minutes and correspondence must be maintained and readily available for reference.

How can RILA be an effective advocate:

Through its various committees RILA can continue to lobby for better library service, promote cooperation between all types of libraries in the state, and support professional librarianship through conferences, meetings and scholarships.

Candidates For Treasurer



PAUL H. HOLLIDAY

Position:

Technical Services/Systems Coordinator, Cranston Public Library

Education:

M.L.S. University of Rhode Island

B.A. University of Maine

Experience:

Technical Services/Systems Coordinator, Cranston Public Library, 1990-

Assistant Administrator for Technical and Extension Services, Fall River Public Library, 1987-1990

Cataloger, Providence Public Library, 1984-1987

Professional Activities and Organizations:

RILA, NELA, ALA,

Vice Chair CLAN 1992-1994,

Adjunct Faculty, U.R.I. G.S.L.I.S., 1991

Importance of Office:

All of the RILA offices are equally important. They have to be if the Association is to function. I have never been a treasurer. I believe I can do the job, and would like the chance to try.

How can RILA be an effective advocate:

RILA is already an effective advocate. We need to keep the pressure on the state government, and, if possible increase it. A greater lobbying effort can only come from increased participation of the RILA membership.



MADELEINE B. TELFEYAN

Position:

Library Director, Rhode Island Historical Society Library

Education:

B.A. URI

M.L.S. Simmons Graduate School of Library and Information Science

Experience:

Paralegal, Carroll, Kelly, & Murphy, Providence, Rhode Island 1976-1982

Technical Services Librarian, Rhode Island Historical Society, 1985-1988

Library Director, Rhode Island Historical Society, 1988-

Professional Activities and Organizations:

RILA, COLA, CRIARL, Chairman, Rhode Island Council for the Preservation of Research Resources; Rhode Island Labor History Society; taught course at URI GSLIS as adjunct faculty; Rhode Island Governor's Conference planning committee and delegate; Project Director for U.S. Newspaper Grant; member of the Rhode Island Historical Records Advisory Board; member NEDCC Advisory Board.

Importance of Office:

Every organization needs strong and capable leadership. Although the generation of income is not a primary function of RILA, competent careful management of the organization's funds is essential. In my law experience and as director of a library I have performed and enjoyed financial aspects of my job.

How can RILA be an effective advocate:

As Margaret Childs pointed out at the recent Statewide Preservation Planning Conference, librarians and library advocates may not be a large lobby group, but we are a voting one, and so are, I suspect, a high percentage of regular library users. RILA has to find a way to take advantage of this fact and translate it into financial support.

Candidates for Member-At-Large



MARTHA KELLOGG

Position:

Assistant Acquisitions Librarian, Serials, University of Rhode Island Library

Education:

B.A. Colby College

M.L.S. Florida State University

Experience:

Assistant Acquisitions Librarian, Serials, University of Rhode Island Library, 1986-

Classified Librarian, Catalog Unit, University of Rhode Island Library, 1980-86

Professional Activities and Organizations:

American Library Association, ALA CD-ROM Price Index Committee, ACRL, NASIG (North American Serials Interest Group), CRIARL Newsletter, 1985-87

Importance of Office:

Member-At-Large should represent all types and sizes of libraries in Rhode Island: public, academic, special, and school. Our similarities are greater than our differences. This RILA office should encourage all librarians to participate in RILA programs and stress the importance of our working together for common goals.

How can RILA be an effective advocate:

In a time of cynicism about politics and government service in general, RILA promotes one program which everyone can support: effective library services for every Rhode Islander. RILA should continue to serve as a strong advocate for libraries at the state house, keeping our agenda visible to state agencies and funding sources.

The most effective advocacy depends on the greatest participation. RILA should encourage all members to take a more active role in promoting libraries at the state level. Specifically, by keeping members informed of pending state action – perhaps by electronic mail, phone chains, and traditional mail – RILA can bring to bear the power of its informed members quickly when its voice is most needed.



JOAN G. SCHAEFER

Position:

Director, Barrington Public Library

Education:

B.A. English, Mount Holyoke College

M.L.S. University of Rhode Island

Experience:

Director, Barrington Public Library, 1991-Present; Technical Services Librarian, Barrington Public Library, 1979-1991; Assistant Director/Children's Services Librarian, Portsmouth Free Public Library, 1976-1979

Professional Activities and Organizations:

Member of RILA, NELA, ALA.

RILA Government Relations Committee, 1980-1983.

Importance of Office:

The importance of this office is in its responsibility directly to the membership. The Member-At-Large should act as a sounding board for the membership, seeking to learn of members' concerns and presenting those concerns to the Executive Board. The Member-At-Large must also be committed to bringing back to the members information about RILA programs and activities which respond to their needs.

How can RILA be an effective advocate:

RILA can use the power of its arms of communication – its committees, conferences and the RILA Bulletin – to provide effective advocacy. It is essential to promote a strong Library Board, to provide input to the Board members and to disseminate the plans and policies of the Board. It must support a strong DSLS as the instrument for effecting equitable and quality library services throughout the state. RILA must continue to make a strong lobbying effort directly to legislators at legislative sessions and hearings, and encourage increased contacts between librarians and individual legislators in their districts. RILA must work closely with COLA and take advantage of its grass roots support to promote library interests.

Candidates for ALA Councilor



CAROL S. DROUGHT

Position:

Deputy Director, Warwick Public Library

Education:

A.B. George Washington University
M.L.S. Simmons College

Experience:

Deputy Director, Warwick Public Library, 1988-Present
Coordinator of Adult Services, Warwick Public Library, 1987-1988
Head of Information Services, Warwick Public Library, 1978-1987

Professional Activities and Organizations:

ALA Chapter Councilor, 1991-Present; National Library Week Committee (ALA), 1992-Present;
RILA Conference Committee, Chair, 1989-1991; ALA, NELA member

Importance of Office:

Before serving on the ALA Council, I viewed the role of the Chapter Councilor as facilitating communication between the ALA and RILA, with most of the communication coming from ALA and being disseminated to the RILA Executive Board and then to the members. Now that ALA is embarking a multi-year self study, my role will be to communicate to ALA the importance of chapter representation on the Council, of the Chapter Relations Office, and of chapters themselves. Elimination of these three elements would severely hamper the ability to bring local issues and concerns to the attention of ALA. I will work to see that the chapters continue to have a voice in ALA.

How can RILA be an effective advocate:

Any advocacy activity at the state level should build on the legislative network concept launched at the Fall 1991 RILA Conference. The network is a logical and effective way to establish relationships with individual legislators. RILA Government Relations, Public Relations, Publications, Conference and Trustee Affairs committees should work to raise both the level of awareness of library issues and the effectiveness of RILA members in communicating the issues to decision makers. Finally, coordinating our advocacy efforts with those of RIEMA and COLA will benefit libraries across the state.



FRANK P. IACONO

Position:

Supervisor of Reference & Information Services, RI Department of State Library Services (DSLS)

Education:

B.A. Providence College
M.L.S. University of Rhode Island

Experience:

DSLS 1974-

Cranston Public Library Information Services Librarian 1989- (occasional Sundays and fill-in basis)

Professional Activities and Organizations:

RILA (Publications Committee)
CRIARL (Government Documents Committee)
COLA
ALA

Importance of Office:

Any profession seeking to make important contributions to society must have strong local, regional, and national associations that fulfill the needs of its members and work together to engender awareness of and respect for its principles and practices. Effective communication between these groups is essential to this process and it is here that the ALA Councilor has a vital role to play.

How can RILA be an effective advocate:

Each RILA member has an obligation to be a library advocate to the best of his/her ability. Likewise the association has a similar obligation, one that involves a coordinated effort to project a positive image of the profession, to speak forcefully on behalf of libraries and intellectual freedom, and to work with other associations and organizations to build coalitions to effect change.

Candidates for NELA Councilor



KATHY ELLEN BULLARD

Position:

Director, Woonsocket Harris Public Library

Education:

B.A. English, Framingham State College
M.L.S. University of Rhode Island

Experience:

Director, Woonsocket Harris Public Library, 1988-
Previously Director in East Bridgewater Mass. Town Library System, Director Fiske Public Library in Wrentham, Mass.,
Children's Librarian Taunton Mass. Public Library

Professional Activities and Organizations:

Member-at-Large of RILA Executive Board, 1991-Present; Member of New England Library Association;
Member of American Library Association; Member of Coalition of Library Advocates

Importance of Office:

NELA Councilor serves as both an advocate and a conduit. Advocate for RI related issues within NELA; advocate in a broad sense for New England related issues; and the conduit for information sharing and cooperation between RILA and NELA. And this information sharing must be dynamic and two-way to effectively serve its purpose of connecting RILA members with its larger, but common-goaled, partner. Think of NELA as the hub and rim of a wheel, but the states are its spokes, which lend it vital support. And in turn, the strength of the whole, supports each spoke. As NELA councilor I would work to insure that our spoke, RILA, remains strong; and that we receive whatever benefit we can from the whole.

How can RILA be an effective advocate:

1. Supporting a strong government relations committee; 2. Supporting a strong public relations committee, that would not only work to get "our story" out, but also issue appropriate press releases concerning various legislators who are supportive, or not supportive, of libraries; 3. Continuing to work very closely with COLA; 4. Working to enlist all trustees in RILA and/or COLA; 5. Continuing to work closely with RIEMA, and other library groups; 6. Working more closely with DSLs to institute a plan whereby libraries would be subject to standards and/or certification in a nonbinding way.



EILEEN SOCHA

Position:

Assistant Library Director, East Providence Public Library

Education:

B.S. St. Francis College, Biddeford, Maine
M.L.S. University of Rhode Island

Experience:

Reference/Readers Advisor - Providence Public Library, 1979-1980

Director - George Hail Library, Warren, 1980-1991

Assistant Director - East Providence Public Library, 1991-

Professional Activities and Organizations:

Rhode Island Library Association
New England Library Association
Literacy Volunteers of America-Bristol County

Importance of Office:

The NELA Councilor has the unique opportunity to relate Rhode Island library news to the New England region and report the happenings of New England libraries back to the Rhode Island membership. Encouraging Rhode Island librarians to participate on the regional level and taking an active role in cooperation and coordination among libraries in New England is both exciting and necessary. Communication and exchange of ideas among library colleagues is essential to our field.

How can RILA be an effective advocate:

The Rhode Island Library Association can be an effective advocacy voice when the membership takes an active and visible role in communicating the numerous accomplishments achieved by librarians from all types and sizes of libraries. Financial needs and technological advances are also major concerns for RILA to address at the state level. An open line to State Representatives ensuring awareness of libraries and the benefits offered through the inter-related state-wide system is already in place. RILA needs to strengthen and solidify the line.

GOVERNOR PRESIDES AT CEREMONY FOR THE LIBRARY BOARD OF RHODE ISLAND

Governor Bruce Sundlun presided at a swearing-in ceremony for the newly appointed members of the Library Board of Rhode Island at the State House on June 15th.



Members of the Library Board with Governor Sundlun and DSLS Director Barbara Weaver (l-r): Paul Venancio, Mary Reilly, R.S.M., Richard Pierce, Rose Ellen Reynolds, Grace Varghese, Victoria Lederberg (Chair), Joan Prescott, Governor Sundlun, Regina Connor, Barbara Weaver, Sheldon Sollosy, Roberta A.E. Cairns, and Merrily Taylor

(All photos by Joseph McGovern, Department of State Library Services)

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